



WORK AUTHORIZATION AND WAIVER OF LIABILITY

I authorize Will Get I.T. Done, Inc. (WGID) to diagnose and repair my equipment and furnish necessary materials. **I understand any cost quoted is an estimate.** Our rate is \$103/hr. for tier 1 work (computer/web) and \$144/hr. for rush or tier 2 tech (server/network) with a \$20 site visit charge or drive time one way if greater than 20 minutes away from Annapolis. If paying by cash or check our rate is discounted by \$3 or \$4 per hour respectively. Customers are advised to back up their data regularly. Computer components can fail unexpectedly. Will Get I.T. Done is not responsible for lost or unrecoverable data. Diagnosis is billed at regular hourly rate.

I am the customer or authorized agent of any equipment submitted for service. I understand data migration does not include software installation and configuration, which is billed at our hourly rate. Customer will provide software to be installed or WGID can help find software as needed. I release WGID from liability for any hardware, media, loss of profit, or any direct, indirect, special, incidental, or consequential damage occurring during or after computer service. I am responsible to ensure all expected work is complete at the close of a service call - we encourage you to help by keeping a checklist. Follow up work is billed.

Diagnosis may involve replacing suspected parts at customer's expense, that may lead to further diagnosis. Computers may contain unique parts which can only be diagnosed by replacement, and WGID can not stock parts for every model for this purpose. For example a suspected bad power supply for a unique model computer may be replaced but could lead to determination that the motherboard is the actual faulty part. Payment is due for all non-stock parts involved.

Payment: For single-instance work I understand that payment is due in full at the completion of service. For customers who use WGID's services regularly we are happy to invoice under Net 30 with 10% APR interest after 30 days. A 10% APR penalty is applied each month that no payment is received. Will Get I.T. Done's labor rate and legal fees apply to collection of overdue balances (over 30 days from invoice postmark or email). I understand that there is a \$75.00 fee for any returned checks. Payment is due whether service is successful or not.

Estimated Completion Time: Will Get I.T. Done, Inc. strives to complete all work within a timely manner. Most repairs take most 1 to 5 business days. You will be notified when your system is ready, or if additional information or more extensive repair is required. The customer agrees that WGID is not liable for computers picked up before completion due to their prerogative and they are still liable for payment for services.

Data Recovery: If data recovery service is requested, I understand that, even if the data is successfully recovered, there is a possibility that individual files and directories may still be inaccessible. Data Recovery is \$300 minimum and results are not guaranteed.

Privacy: Will Get I.T. Done staff are required to treat all customer's personal information as confidential and are prohibited from viewing, copying, discussing or distributing such data except as needed to fulfill service requests, or as required by law. Will Get I.T. Done, Inc. and its agents will act with due diligence to protect the confidentiality of any data left in its possession, but are not liable for the loss or theft of such data.

Abandonment: If you do not pick up your equipment within thirty (30) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold Will Get I.T. Done, Inc. harmless for any damage or claim for the abandoned property. Any and all charges are still due.

Warranty: New parts purchased from WGID are often guaranteed. Will Get I.T. Done will work on customer's behalf to make a warranty claim for parts obtained from us. WGID does not assume any liability or warranty in the event that manufacturer warranties are voided. Many computer issues are caused by malware or user damage to software, and no software or antivirus program is perfect. Will Get I.T. Done, Inc. makes no warranty or guarantee as to the success of our labor on your behalf, and we can not protect you from re-infecting your computer with problems. Customer is responsible for making sure work is completed to their satisfaction. We work on a hourly basis and it takes time to make sure everything is correct. If something was missed in that session and it is a matter of more time is needed to make sure it is right, subsequent visits spent are billed.

Scope of Work: Will Get I.T. Done, Inc. will perform the work agreed upon and deemed necessary to fulfill your requests. This agreement applies to all work performed unless otherwise agreed in writing. If any part of this Agreement is found to be invalid or unenforceable under law, all other parts continue to apply.

Signed

Printed Name

Date

I HAVE READ, UNDERSTAND, AND AGREE TO THE ABOVE TERMS AND CONDITIONS.

Will Get I.T. Done, Inc.
3 Church Circle #279
Annapolis, MD 21401

WGID may use this credit card for automatic billing:

Expiration Date: _____ Security Code: _____ Zip _____

